

# **LMS Overview**

PHIP Workforce Development Committee

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## **Introduction**

- Core Functionality: What does an LMS do?
- Business Drivers: Why procure/use an LMS?
- Evaluation Factors: What should you consider?

## **LMS Core Functionality**

### Learner (Student) Administration:

Provides a web-based interface to, and shared database for:

- Registration/Enrollment
- Course Completion, test scores, learning transcripts
- Competency Management
- Training Plans/Roadmaps

### Launching and Tracking Learning Content That Occurs in a Variety of Formats

### Resource Management and Scheduling

- Classroom management
- Hardware/equipment Management
- Instructor Management

### General Administration

- Billing, departmental chargeback management
- Interface with HRIS systems to update user records

### Reporting

- By training type, course, curriculum
- For employees
- For managers and HR

### Notification and Reminders

## **LMS Business Drivers**

The business case for an LMS

- Delivery and management of mission-critical training and information
- Extend learning resources across the enterprise, eliminating existing barriers
- Eliminate training resource duplication and redundancy
- Create standard learner development plans
- Gather critical audience training data

## Evaluation Criteria

What should we look for in an LMS?

- Appropriate feature/function set: differentiate between “must-haves” and “nice-to-haves”; these should be linked to business drivers and organizational workflow
- Ability to meet needs “out of the box”: all systems can meet our needs with sufficient customization (and \$\$)
- Compatibility with existing technology: internal server/database platforms if you’re going to host; online content and resources regardless
- Costs: licensing (per-learner) and TCO (hosting, hardware, maintenance, training, integration).
- Human factors: knowledgeable and responsive client teams, effective IT and training support staff